



Special Handling Instructions for Patient Paid Amounts

A patient paid amount (PPA) is the monthly dollar value a MassHealth member contributes toward the cost of his or her health care. The PPA is typically indicated on the claim and deducted during claims processing. The PPA can be applied only to claims paid by MassHealth during the month the member's income is received.

Below are several scenarios regarding special handling procedures to resolve **paid** claims where the PPA is not deducted. Please consult the MassHealth billing instructions for directions on claims submission.

Scenario	Resolution
<p>A provider receives a payment on a Medicare/MassHealth crossover claim and the PPA has not been deducted.</p> <p style="text-align: center;">OR</p> <p>The member is in a nursing facility and receiving hospice services. The hospice receives a payment on the claim and the PPA is not automatically deducted.</p>	<p>Return the entire PPA to MassHealth</p> <p>In cases where the PPA is less than or equal to the amount paid by MassHealth, the provider must submit a check for the entire PPA along with a brief note of explanation, and a copy of the corresponding page of the MassHealth remittance advice to:</p> <p>MassHealth Benefit Coordination and Recovery P.O. Box 85 Essex Station Boston, MA 02112</p> <p>Return a partial PPA to MassHealth</p> <p>In cases where the PPA is greater than that amount paid by MassHealth, the provider should return only the amount of the overpayment by MassHealth. The balance of the PPA should be returned to the patient.</p>
<p>A member is in two facilities during the same month.</p>	<p>Providers are reminded to coordinate with the other facility about the submission of claims and the PPA. The first facility must notify the second facility of the disposition of the patient-paid amount, and must issue a check to the second facility for the pro-rated amount. Do not return money to MassHealth.</p>
<p>A long-term-care provider receives payment on a non-crossover claim with no PPA deducted because the member's file shows \$0 PPA. After the claim is processed, the PPA assigned and added to the member's file.</p>	<p>Do not return a check. Submit an adjusted claim to:</p> <p>MassHealth ATTN: Adjustments P.O. Box 9118 Hingham, MA 02043</p> <p>Include the transaction control number (TCN) from the original payment. For electronic claims, use the void and replace transaction.</p>
<p>A member has primary insurance including Medicare and MassHealth. A provider receives full payment for a claim from the primary insurance.</p>	<p>Do not bill MassHealth and do not send the PPA to MassHealth. The provider must return the PPA directly to the member.</p>